

mars robinson.

[Hospitality & Service Industry]

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Hospitality professional with over ten years of experience in guest service, alongside five years of experience in publishing and professional writing. Publishing resume available upon request.

Bartending Experience

Experience includes high-volume and speed-focused service, cocktail and spirits knowledge, drink creation, cash handling, and opening and closing procedures, while earning consistent positive guest reviews and performance assessments.

Blue Plate Catering [2025-Present]

Tin Lizzie [2024-Present]

Whirlyball [2025-2026]

Hospitality Experience

Table Game Knowledge: Baccarat, Craps, Carnival Games

Table Games Dealer | Rivers Casino | Chicago, IL

[2023-2024]

(Baccarat, Craps, Blackjack, Carnival Games)

- Ensured enforcement of gaming policy, including compliance with state laws
- Completed continuing education in gaming standards and dealing procedures
- Cash handling and considerable math skills utilized regularly
- Instructed best practices and rules of games while maintaining proper game speed
- Provided customer service and entertainment to guests for extended periods of time

Table Games Dealer/Dual-Rate | Hard Rock Casino | Cincinnati, OH

[2014-2023]

- Met all Table Games Dealer duties and requirements
- Supervised pit of eight to ten dealers
- Ensured legal compliance on every table
- Provide customer service and experience recovery
- Maintained accurate spending and compliance records for guests
- Professionally coached fellow dealers about game knowledge and guest service
- Emphasized hand speed in dealer role (Blackjack speed of 556 hands/hour on average)

Education

Bachelor of Arts

2023 University of
Cincinnati, GPA 4.0

Certifications

Service Training

BASSET & Food Handler
Training (03/2025)
ServSafe Alcohol & Food
Handler Training (03/2025)

Additional Skills

- Experience Recovery
- Conflict Resolution
- Promotional Design
- Marketing Copy